



A Letter to Personal Care Attendant Help Stop Fraud, Waste & Abuse

OIG Fraud Hotline: 800-436-6184

OIG Fraud Website: ReportTexasFraud.com

Dear Personal Care Attendant:

Thank you for caring for Texans who are eligible for Medicaid. The state of Texas and you, as an attendant, share a common goal. We both want to ensure the members you care for receive quality health care services. Through our partnership, we can ensure this goal is met.

Most people who work in health care jobs are hardworking and care about their patients. However, there are people who try to take advantage of the system and of people with Medicaid. As our partner in Medicaid, we need your help to stop these people from taking advantage of the system and of those enrolled in Medicaid.

Examples of common Medicaid fraud in home health:

- Electronic Visit Verification (EVV) violations, such as a person with Medicaid clocking in or out for an attendant when the attendant is not there.
- Entering false information in EVV systems.
- Reporting attendant hours an attendant did not work.
- An attendant sharing his/her paycheck with a person who has Medicaid in exchange for not doing his/her job.
- Getting paid for services that were not provided or necessary.
- Providing a gift or money to an attendant in exchange for the attendant recruiting his/her current clients to the new agency.
- Providing false information for the client to qualify for Medicaid benefits.

Violating Medicaid rules and regulations can result in administrative and criminal investigations, administrative sanctions, payment recoupment, administrative and criminal penalties, and being blocked from future participation in Medicaid. As an attendant, it is important to refer to the policies and training guidelines of your home health agency.

If you are aware of any of the types of problems referenced above or other issues with either an attendant or a home health agency, call 800-436-6184 or visit ReportTexasFraud.com to report it. Please try to provide as much information as you can, like names of persons involved, address of where the incident took place, your phone number and details of what happened.

Stopping fraud in Medicaid requires we work together to ensure Medicaid members receive the high-quality services they need. Thank you for your help.

Sincerely,

Sylvia Hernandez Kauffman
Inspector General
Texas Health & Human Services

